

**DEPARTMENT OF THE NAVY**  
eBUSINESS OPERATIONS OFFICE  
5450 CARLISLE PIKE  
PO BOX 2050  
MECHANICSBURG PA 17055-0791

IN REPLY REFER TO  
DON EBUSOPSOFFINST 4650.1A  
SEPTEMBER 29, 2003

DON eBUSINESS OPERATIONS OFFICE INSTRUCTION 4650.1A

Subj: POLICIES AND PROCEDURES FOR THE ADMINISTRATION AND USE OF  
THE GOVERNMENT TRAVEL CHARGE CARD

Ref: (a) DOD 7000.14-R, FMR Volume 9 Chapter 3  
(b) Travel and Transportation Reform Act of 1998  
(c) DOD 7000.14-R, FMR Volume 7A Chapter 43  
(d) DOD 7000.14-R, FMR Volume 8 Chapter 8  
(e) ASN Memo of 16 April 02  
(f) OSD Memo of 7 May 02  
(g) OSD Memo of 9 Aug 02  
(h) ASN Memo of 22 Aug 02  
(i) OSD Memo of 14 Apr 03  
(j) ASN Memo of 23 Aug 02  
(k) OSD Memo of 21 Apr 03  
(l) OSD Memo of 10 Jun 03  
(m) Civilian Human Resources Manual Sub-Chapter 762  
(n) IG Memo of 25 Sep 02  
(o) DOD Memo of 4 Nov 02  
(p) OSD Memo of 23 Apr 03

1. Purpose. This instruction provides policies and procedures for the administration and management of the Individually Billed Accounts (IBA) portion of the Government Travel Charge Card (GTCC) program, hereinafter referred to as the travel card. It is supplementary to DOD 7000.14-R, FMR Volume 9 Chapter 3. Detailed procedural information on day-to-day operations can be found in the Travel Card Agency Program Coordinator Desk Guide. All users of the DON Travel Card Instruction should be aware that the instruction and all its components (i.e., desk guide) have the force and effect of Navy regulations.

2. Cancellation. DON eBUSOPSOFFINST 4650.1. This instruction supercedes DON eBUSOPSOFFINST 4650.1 of 15 Jan 02 and is effective upon receipt.
3. Scope. This instruction applies to all Department of the Navy (DON) activities and personnel using the travel card.
4. Background. The Government Travel Charge Card (GTCC) program is intended to provide Department of Defense (DOD) travelers a safe, effective, convenient and commercially available method to pay for authorized expenses incident to official travel, including local travel.

The DOD and the Department of the Navy (DON) made the travel card program available because use of the card gains cost efficiencies, simplifies financial processes, improves Government cash management practices, provides convenience to Government employees and provides a method of payment that has widespread domestic and international acceptance.

5. Procedures. This instruction sets forth the DON policy and procedures for the management of the travel card program and the mandatory use of the travel card for official government travel under references (a) through (d). It also establishes procedures for travel card issuance and use. This instruction may be supplemented by local internal operating procedures that do not conflict with the guidance provided herein.
6. Change Information. The following is a summary of major changes incorporated in this revision of the instruction:
  - a. Per reference (e), the following changes covering approved uses and required procedures have been incorporated in the DON travel card Instruction, Chapter 1:
    1. Paragraph 6, item i: Check-in/Check-out Processing
    2. Paragraph 9: Permanent Change of Station (PCS) Travel
    3. New Paragraph 11: Training Expenses and Conference Fees
  - b. Per reference (f), the following changes involving Mission Critical designations have been incorporated into Chapter 1:

1. Paragraph 10b, Requests for Mission Critical Status
  2. Paragraph 10c, Account status during Mission Critical Travel
- c. Per reference (g), the following roles and responsibility changes have been incorporated into Chapter 2:
1. Paragraph 5, USN Component Program Manager
  2. Paragraph 8, Agency Program Coordinator (APC)
- d. Per references (h) and (i), the following changes covering exemptions from mandatory use of the travel card have been incorporated in Chapter 1:
1. Paragraph 7, Exemptions
- e. Per reference (j), the following change covering card deactivation guidelines has been incorporated in Chapter 2:
1. Paragraph 8g, Agency Program Coordinator (APC)
- f. Per reference (k), disciplinary guidelines have been incorporated as:
1. Chapter 3, Disciplinary Guidelines
  2. Enclosure (11), Appendix 3 of Department of Defense Government Charge Card Disciplinary Guidelines for Civilian Employees

- g. Additional updated information has been incorporated as follows:
1. Executive Summary
  2. Chapter 1, paragraphs 4a and b, Types of Individually Billed Accounts
  3. Chapter 1, new paragraph 5, Unit Travel Card
  4. Chapter 1, paragraph 6h, Split Disbursement
  5. Chapter 1, new paragraph 12, Training Requirements
  6. Enclosure (6), Training Sources
  7. Chapter 2, new paragraph 4, Chief of Naval Operations, Supply Ordnance and Logistics Operations (N41)
  8. Chapter 2, paragraph 5, USN Component Program Manager
7. Request for Changes, Waivers or Deviations. Suggested changes, waivers or deviations to this instruction should be sent to the DON eBusiness Operations Office via the major claimant. The suggested change must include a statement of the problem, the recommended solution and any necessary discussion. This information should be self-sustaining. Additional supporting information may be provided as enclosures.

  
K.E. MELOY

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**DON eBUSINESS OPERATIONS OFFICE INSTRUCTION 4650.1A**

The Department of Navy eBusiness Operations Office welcomes your comments and suggestions on the quality and usefulness of this document. Your input is an important part of the information used for revision.

- Did you find any errors?
- Is the information clearly presented?
- Do you need more information? If so, where?
- Are the examples correct? Do you need more examples?
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If you find any errors or have any other suggestions for improvement, please indicate the document title, chapter, section, and page number (if available). You can send comments to us in the following ways:

- Electronic mail: [travel\\_card@navsup.navy.mil](mailto:travel_card@navsup.navy.mil)
- FAX: 717.605.9362 Attn: Travel Card Instruction
- Postal service:

Department of the Navy  
eBusiness Operations Office  
Card Management Group, Travel Card Instruction  
5450 Carlisle Pike, P.O. Box 2050  
Mechanicsburg, PA 17055-0791

If you would like a reply, please give your name, address, telephone number and electronic mail address.

## EXECUTIVE SUMMARY

### 1. Overview.

The purpose of this section is to provide an overview of the travel card program, identify key personnel and their responsibilities in the program and set forth key management considerations for senior managers charged with executing this vital program.

### 2. Purpose of the Travel Card Program.

The Government Travel Charge Card (GTCC) program is intended to provide Department of Defense (DOD) travelers a safe, effective, convenient and commercially available method to pay for authorized expenses incident to official travel, including local travel.

The DOD and the Department of the Navy (DON) made the travel card program available because use of the card gains cost efficiencies, simplifies financial processes, improves Government cash management practices, provides convenience to Government employees and provides a method of payment that has widespread domestic and international acceptance.

### 3. Uses of the Travel Card.

The travel card is to be used to pay for authorized expenses incurred during official government travel only. Examples of such expenses would be hotel room charges, meals, and rental cars. The travel card may also be utilized to access automated teller machines to withdraw cash, thus eliminating the need for cash advances.

Per reference (a), DON personnel who travel three or more times in a twelve-month period are considered frequent travelers and are therefore required to use the travel card. Infrequent travelers may utilize the card, however, they are not required to do so (Per paragraph 030302A2j of reference (a)).

### 4. Benefits of the Travel Card Program.

#### a. DON Benefits.

The Department of the Navy benefits financially from use of the travel card program. The primary benefit is the reduction of administrative and overhead costs associated with government travel.



b. Cardholder Benefits.

The primary benefit to the cardholder is that it provides the convenience of a readily available payment method for travel. The cardholder no longer needs to get a travel advance. This allows the cardholder to be "Mission Ready" at all times.

c. Command Benefits.

A benefit of the travel card program to each command is having the entire command "Mission Ready" at all times. The convenience of the card program allows everyone with a card to be ready to travel when called upon. Also, with electronic access provided by the card contractor, the command is better able to monitor and manage the accounts of their cardholders.

5. Key Personnel.

a. Commanding Officer/Supervisor.

The Commanding Officer/Supervisor is responsible for leadership, command support, and oversight of the program. This includes, but is not limited to, program establishment, monitoring, managing, and program awareness. The importance of the Commanding Officer/Supervisor role cannot be overstated. The success of the travel card program is dependent upon full command support of its' policies and procedures.

b. Agency Program Coordinator.

The Agency Program Coordinator (APC) is designated by the Commanding Officer through an official letter of delegation. The APC is responsible for day-to-day program execution and management, acting as an intermediary, monitoring transactions, and providing command support. The APC is required to receive initial training on travel card policy as well as how to utilize the electronic access software provided by the card contractor. Refresher training is also required every two years. Documentation of this training must be maintained for the duration the employee serves in this capacity.

c. Cardholder.

The cardholder's responsibilities include proper use of the card, paying their balances in full by the statement due date, and assisting the APC, as needed, in keeping their individual account information up to date. The cardholder is required to receive initial training on travel card policy and procedures prior to receipt of the card, and additional training as made available by the command.

## Chapter 1: General Policies and Procedures

1. Scope.

This chapter highlights important program elements that should be used in the management of the travel card program at all DON activities. Enclosure (1) provides an overview of the Individually Billed Accounts (IBA) process.

2. Policy.

The travel card program was established when it was determined that a government-sponsored, contractor-issued travel card would reduce the administrative overhead associated with official government travel. All DON personnel are required to use the travel card for all expenses arising from official government travel unless otherwise exempted. Although a traveler may be required to use the travel card, failure to use the travel card shall not be a basis for refusing to reimburse the traveler for otherwise appropriate charges. Such failure may, however, subject the traveler to appropriate administrative or disciplinary action.

3. Definitions.

Appendix A contains a comprehensive list of relevant definitions.

4. Types of Individually Billed Accounts.

There are two types of Individually Billed Accounts (IBA) that are issued:

a. Standard Card.

A standard card has an agreed upon credit limit and is issued by the card contractor and the DoD. The overall credit line and ATM cash limit can be raised by the APC with supervisor's approval to meet mission requirements. A standard card held by an infrequent traveler may be activated and/or deactivated as required. Details are contained in enclosure (2).

b. Restricted Card.

The restricted card has a lower credit line/ATM limit than a standard card and is only activated for periods of official travel. The card contractor based on credit check information may issue restricted cards to personnel. Commanders may also direct issuance of restricted cards when deemed appropriate. The APC

should activate a restricted card prior to travel and deactivate it upon completion of travel. The APC can request increased spending limits up to the standard limit when required based on mission requirement and duration of travel. See enclosure (2).

5. Unit Travel Cards.

Unit Travel Cards are issued to commands that have groups of personnel traveling together. Unit cards will be used only when it is cost effective and deemed in the best interest of the mission. Categories of travelers whose travel may be charged to unit travel cards include, but are not limited to, new recruits and employees who do not yet have travel cards, prisoners, and DoD group travelers. Components should limit the issuance of unit travel cards wherever possible and maximize the use of individual travel cards. Written approval of the cognizant Component Program Manager (CPM) is required for issuance of a unit travel card. Further operational guidance on unit cards is available in reference (a), paragraph 030504b.

6. Procedures.

The following are general procedures in effect for the travel card:

a. Credit Checks.

The card contractor will perform credit checks on all new card applicants. The applicant has the option to decline a credit check. If the applicant does decline a credit check, only a restricted card will be issued. If the applicant's credit check does not meet the criteria required by the card contractor, a restricted card will be issued. (Further guidance on the implementation of public law 107-314, which prohibits the issuance of a travel card without a favorable credit check, is pending.) See enclosure (2) for dollar limits on the standard and restricted cards.

b. Travel Orders.

Reference (a), paragraph 030301B, stipulates that the following statement notifying travelers of the requirements of the Travel and Transportation Reform Act (TTRA) be included in all travel orders. "The Travel and Transportation Reform Act of 1998 stipulates that the government-sponsored, contractor issued travel card shall be used by all U.S. Government personnel (civilian

and military) to pay for costs incident to official business travel unless specifically exempted by authority of the Administrator of General Services or the head of the agency."

c. Billing Statements.

Cardholders receive monthly billing statements directly from the card contractor at the address provided on the travel card application, or as later amended by the cardholder or their Agency Program Coordinator (APC).

d. Cash Advances.

Cardholders are authorized limited Automated Teller Machine (ATM) advances with the travel card. Commanders may authorize a larger ATM advance as required, to ensure cardholders have access to sufficient funds in primarily high cost areas, or where the travel card is not an acceptable means of payment for lodging, meals, etc. In accordance with DON policies, commanders may not authorize ATM advances to exceed \$2,000. See enclosure (2) for ATM withdrawal limits.

e. Retail Limit.

Retail limits for purchases other than lodging, airfare, and car rental have been established on a credit line basis. Commanders may request increases in the retail limits as required. See enclosure (2) for approval authorities and assigned limits.

f. Reduced Payment Plan (RPP).

The RPP is an agreement between the individual cardholder and the current card contractor that allows an account that is 90 days delinquent to have the overdue balance payments paid in installments. Details are provided in the Travel Card APC Desk Guide.

g. Salary Offset.

Salary offset procedures have been established in order for the card contractor to collect payment for accounts that are greater than 90 days delinquent in accordance with reference (c) and (d). Details are provided in the Travel Card APC Desk Guide.

h. Split Disbursement.

To simplify the payment of the charge card bill and to assist travelers in fulfilling their payment

responsibility, the Split Disbursement Option (SDO) is available for settlement of travel expenses. Split disbursement is a payment process that permits reimbursement related to authorized transportation, lodging, and rental car charges on the travel charge card to be forwarded directly to the travel charge card contractor, with the remainder of the entitlement to be sent to the traveler. Procedures are detailed in enclosure (3). Split disbursement is mandatory for military service personnel.

i. Check-in/Check-out.

Commands will include Agency Program Coordinators (APCs) as part of the check-in and checkout process. Upon change of duty stations, DON policy now requires the losing activity to deactivate all travel cards of departing personnel. Members and employees must contact their new APC when checking in with a new command to have their card reactivated. Procedures for check-in and checkout of personnel have been established and are detailed in the Travel Card APC Desk Guide.

j. Card Possession.

Individual travel cards will not be held by other than the cardholder to whom it has been issued. Commanders, Commanding Officers, Officers in Charge (OICs), APCs, or other supervisors shall not centrally store or retain individual travel cards.

7. Exemptions.

With the exception of those personnel exempted by paragraph 030302a, reference (a), all DON personnel are required to pay for costs incident to official government travel with the travel card. Reference (a) may be viewed online or downloaded from <http://www.dtic.mil/comptroller/fmr>.

Reference (a) has been revised by reference (h), giving the U.S. Atlantic Fleet Command, the U.S. Pacific Fleet Command and the U.S. Marine Corps the discretion to alter the definition of a frequent traveler within their commands to someone who travels five or more times in a 12-month period.

Reference (a) has also been revised by reference (i) to include travel en route to deployments. Use of the card under such circumstances is to be discouraged.

8. Exempted Classes of Expenses.

While transportation, lodging and rental car expenses require the use of the travel card, other classes of expenses are exempted from the mandatory use of the travel card. Paragraphs 030302b and 030303, reference (a), provides a listing of the exempted classes of expenses. Reference (a) may be viewed online or downloaded from <http://www.dtic.mil/comptroller/fmr>.

9. Permanent Change of Station (PCS).

It is DON policy to advise that the travel card is not to be used to pay for expenses incident to PCS. Reimbursement to the member for PCS move expenses usually takes longer than reimbursement for TAD/TDY expenses and PCS expenses may be substantially greater than typical expenses incurred TAD/TDY. Due to the likelihood of PCS charges coming due prior to the cardholder arriving at the new duty station and liquidating the travel claim, the potential for delinquency is higher. PCS move expenses are normally funded by PCS travel advances and advance pay in accordance with DON and Command policy by the servicing Personnel Support Agency (PSA)/Personnel Support Detachment (PSD).

10. Mission Critical Travel Status.

Paragraph 030901A of reference (a) states that the APC is authorized to notify the card contractor to advise and ensure that cardholders in Mission Critical Travel Status will not have their cards deactivated, despite balances in the various delinquency stages. The organizational APC or CPM determines Mission Critical status. While in this category, individual travel charge cards shall not be suspended or canceled. Should there be outstanding bills, they shall be settled before the end date of the Mission Critical status. The end date shall be calculated as the date that the cardholder is scheduled to return plus a 45-day administrative period. (The 45-day period includes 5 days to file travel claim, 30 days to receive reimbursement and 10 days for the card contractor to receive and process payment. The mission critical period, including the 45-day administrative window, may not exceed 180 days.) If the outstanding balances are not settled before the Mission Critical end date, the cardholder's card will be immediately suspended or canceled with all late fees and collections fees being applied at that time.

a. Reasons for Mission Critical Status.

Mission Critical status shall only be authorized for the following reasons:

- 1) The cardholder will be engaged in activity in a remote location that would preclude him/her from filing an interim voucher.
- 2) The cardholder is in an area where a pay activity is not available for him/her to file an interim voucher, and mailing an interim voucher is unfeasible due to operational limitations.
- 3) The cardholder is unable to file a voucher due to the nature of his/her mission; i.e. the mission precludes him/her from being identified as a government employee.

b. Requests for Mission Critical Status.

Mission critical status must be requested before the account reaches 60 days past due. It can and should be requested before then including during the current accounting period. Mission Critical travel should normally be identified prior to the traveler's departure. An APC or CPM shall designate individuals as being in the Mission Critical travel category on a case-by-case basis and only with the prior approval of the traveler's supervisor. The CPM or APC will provide the card contractor representative a start and end date for Mission Critical status based on travel orders, or amended orders, which specify the period during which Mission Critical travel category applies. The end date will incorporate the date the cardholder is expected to have completed his/her mission plus a 45-day administrative period, not to exceed 180 days total. Once the end date is reached, all penalties to include card suspension/cancellation, as well as any fees or penalties associated with account delinquency, will be applied.

c. Account Status during Mission Critical Travel.

During the time period that an account is in mission critical status, the card contractor will not execute collection calls to the account holder or implement any delinquency action such as suspension or cancellation, but will assess late fees beginning at day 75. These



fees shall be reimbursed only for those personnel who provide a statement either in the remarks section of the travel voucher or a separate statement, signed by the traveler and the traveler's supervisor, demonstrating that the underlying travel expenses triggering the late fees were incurred while the traveler was in Mission Critical status. The statement shall illustrate that the traveler was unable to file a claim and pay the bill during the time of delinquency because of the specific circumstances of the travel directed by the Department by no fault of their own. The card contractor will continue to send billing statements and delinquency letters to the account holder's address of record to preserve the right to implement delinquency actions should payment not be received prior to the end of the mission critical exemption period. Delinquency letters received during a mission critical status should be ignored.

11. Training Expenses and Conference Fees.

Wherever feasible, commands should use the appropriate training request and the *purchase card* to pay for training costs or conference fees, especially when such fees must be paid in advance.

12. Training Requirements.

The following training requirements are to be fulfilled:

- a. Agency Program Coordinators. Upon designation, an APC shall successfully complete training on travel card policy and procedures, as well as training on how to utilize the electronic access software provided by the card contractor. Refresher training is required every two years. Documentation of successful completion of this training must be maintained for the duration the employee serves in this capacity. Training resources available to assist an APC in fulfilling this requirement are listed in Enclosure (6), and further training information is provided in the Travel Card APC Desk Guide.
- b. Travel Cardholders. At the time of submission of an application for a travel card, individuals shall be provided with training on travel card policy and procedures and cardholder responsibilities. Documentation of successful completion of this training

will be maintained by the cardholder's APC. Additional training is required as made available by the cardholder's command. Training resources available to assist in the fulfillment of this requirement are listed in Enclosure (6).

## Chapter 2: Managing Command Travel Card Programs

1. Scope.  
This chapter provides guidance on the roles, responsibility and accountability of command personnel involved in the DON travel card program.
2. Command Roles, Responsibility and Accountability.  
Every individual involved in the travel card program is personally accountable for strict adherence to policies and procedures. Commanding Officers, Agency Program Coordinators, and Travel Cardholders each have specific responsibilities in the program.
3. Office of Financial Operations (ASN(FM&C)FMO).  
Paragraph 030206, reference (a), assigns program management responsibilities to the Assistant Secretaries of the Military Departments (Financial Management and Comptroller (FMO)). As such, FMO establishes DON wide policy for the DON travel card program and designates the Component Program Manager (CPM) for the Department of Navy. FMO also liaisons with other travel card program participants to establish and enforce program policies, including Defense Finance and Accounting Service (DFAS), Office of the Under Secretary of Defense (Comptroller), the card contractor, and other Military Department/Defense Agency CPMs.
4. Chief of Naval Operations, Supply Ordnance and Logistics Operations (N41).  
The office of the Chief of Naval Operations, Supply Ordnance and Logistics Operations, monitors the performance of operational commands and directs corrective actions as necessary.
5. USN Component Program Manager.  
The DON eBusiness Operations Office was designated by FMO as the Component Program Manager (CPM) for the Navy and shall perform those duties per reference (a). The CPM shall maintain oversight and management control of the Navy travel card program, shall provide liaison between the Navy and the card contractor, and shall provide training and guidance to APCs and other personnel involved in the travel card program throughout the Navy. The DON eBusiness Operations Office in its role as the Navy's CPM shall:

- a. Liaison with APCs for major and local commands, the card contractor, and other agencies and personnel involved in the DON travel card program.
- b. Train APCs in the requirements of their assignment concurrent with the on-site training provided by the card contractor.
- c. Audit APCs for compliance with the requirements of this instruction.
- d. Coordinate the semi-annual review of Infrequent Traveler accounts.
- e. Review and validate APC access to electronic systems, terminating access where no longer valid.

Information and points of contact are available at the DON eBusiness Operations Office website, [www.don-ebusiness.navsup.navy.mil](http://www.don-ebusiness.navsup.navy.mil).

6. USMC Component Program Manager.  
Headquarters Marine Corps (HQ USMC) Programs and Resources (RFL) is the Component Program Manager (CPM) for the Marine Corps and shall perform those duties as per reference (a). The CPM shall maintain oversight and management control of the USMC travel card program, shall provide liaison between the USMC and the card contractor, and shall provide training and guidance to APCs, Travel Administrators, and other personnel involved in the travel card program throughout the Marine Corps.
7. Commanders and Commanding Officers.  
Commanders and Commanding Officers (CO) are responsible for managing and monitoring their travel card programs to include:
  - a. Appoint in writing an Agency Program Coordinator (APC), and, where required, an alternate APC, who shall be responsible for the overall program execution and management including day-to-day operations of the travel card program. Recommended guidelines for the assignment of unit APCs are as follows:

- 1) Assignment for a minimum of 1 year.
  - 2) Assign at a rank or grade of E-6/GS-7 or above.
  - 3) Assignment within the administrative organization, or in the case of the Reserve Forces, in the training department. Consideration should be given to the number of cardholder accounts and the frequency and length of official travel when determining if the APC should be assigned as a full time duty.
- b. Ensure that assigned APCs receive initial training on travel card policy as well as how to use the electronic access software provided by the card contractor, and complete refresher training every two years.
  - c. Ensure that the APC is part of the command's In-processing and Out-processing procedures for all personnel who transfer or separate.
  - d. Ensure that cardholders are advised that salary offset procedures may be implemented against them for collection of delinquencies that are 90 or more days past due. See Enclosure (4) for the time line for delinquency actions.
  - e. Where feasible, ensure the APC is advised in advance of any travel orders issued to cardholders of the command.
  - f. Require the APC to provide a travel card program status update in person to the CO, Commander, or supervisor at least semi-annually. The APC should report directly to the CO or Commander for program updates and to the appropriate supervisor for all other day-to-day program management and execution. The APC should review, at a minimum, delinquent account status including actions taken, percentage of delinquent accounts by dollar value, employees in salary offset, accounts recommended for closure due to non-use, and infrequent traveler accounts which have been deactivated.
  - g. Designate in writing those personnel who may authorize higher retail or ATM limit increases, above the default levels, to ensure that members who travel in high cost areas or areas that do not accept the travel card for payment have sufficient funds.

- h. Ensure that the Split Disbursement Option (SDO) is utilized for, at a minimum, that portion of travel claim settlements related to transportation, rental car and lodging by military service personnel, and encourage the use of the SDO by civilian personnel. Additional split disbursement information is available in enclosure (3).
  - i. Ensure all personnel have access to current travel claim forms (DD Form 1351-2) that include the split disbursement option block for completing their travel claims. See enclosure (7).
  - j. Ensure all personnel are provided required travel card training prior to being issued a travel card. See enclosure (6).
  - k. Conduct training on proper use of the travel card to all employees and military personnel.
  - l. Cancel a cardholder's travel card for documented fiscal irresponsibility.
  - m. Designate the Travel Card Program for Command Evaluation or Management Control Program review at least semi-annually. The internal review should focus on suspected improper use of the card and verify that all cardholder accounts are valid and properly assigned to the command.
  - n. Establish, publish and enforce disciplinary actions for card misuse/abuse and delinquency.
  - o. Ensure that travel claim reimbursements are monitored, and intervene as needed to correct travel claim reimbursement issues.
  - p. Review the Commanding Officer's Top 10 travel card tips. See Enclosure (8).
8. Agency Program Coordinator (APC).  
The APC is responsible to the CO for the overall program execution and management of day-to-day operations of the travel card program. APCs shall be familiar with references (a) through (d) and any applicable portions of the Joint

Federal Travel Regulation (JFTR). An APCs responsibilities include:

- a. Completing initial DON Computer Based Training (CBT) for APCs and refresher training every 2 years.
- b. Maintaining files on all cardholder activity, as long as the cardholder is a member of their hierarchy, including:
  - 1) Check-in/check-out
  - 2) Statements of Understanding (See Enclosure (9))
  - 3) Certificate of completed Cardholder training
  - 4) Documentation of abusive and/or fraudulent activity
  - 5) Documentation of delinquency notification
  - 6) Copies of other pertinent documents
- c. Reviewing and validating cardholder access to electronic systems relevant to the travel card, and terminating cardholder access upon dismissal, retirement or separation.
- d. Monitoring electronic reports to identify cardholders who write non-sufficient funds (NSF) checks, and providing this information to the cardholder's supervisor/commander for appropriate action.
- e. Maintaining their organizational hierarchy structure (A listing of the Major Command Hierarchy Level 3 APCs can be found in Enclosure (10)).
- f. Ensuring that the GSA "But I Didn't Know, Now I Do" pamphlet or the DON eBUSOPSOFF "Cardholder Responsibilities" brochure, describing the travel card Do's and Don'ts, is issued to all cardholders. These free pamphlets are available online at [http://www.gsa.gov/attachments/GSA\\_PUBLICATIONS/pub/smartpaytravhints.pdf](http://www.gsa.gov/attachments/GSA_PUBLICATIONS/pub/smartpaytravhints.pdf) and <http://www.don-ebusiness.navsup.navy.mil>, respectively. See Enclosure (5) for these and other Website addresses and Enclosure (6) for other training sources.
- g. Ensuring that travel cards of personnel within 90 days of their scheduled departure or end of active obligated service are deactivated. Cards should only be activated if those personnel are scheduled for official travel, but no sooner than 10 days prior to travel. These cards

should be immediately deactivated upon completion of travel.

- h. Performing the actions as listed in the APC Desk Guide, available on the DON e-Business Operations Office website: <http://www.don-ebusiness.navsup.navy.mil>.

9. Individual Cardholder.

The individual cardholder is responsible to comply with all travel card program policies to include:

- a. Complete the travel card application and DOD Statement of Understanding and obtain supervisor's signature as required. Notify the APC if a travel card is not received within 30 days of application.
- b. Complete the DON Computer Based Training (CBT) for Cardholders.
- c. Notify command APC and card contractor of any address changes.
- d. Immediately notify the APC of charge card cancellation, voluntary or involuntary.
- e. Notify the APC when transferring within DOD, separating or retiring, voluntarily or involuntarily. Cardholders are responsible for payment of any balance on their travel card account prior to separation or retirement.
- f. Immediately notify the card contractor in the case of a lost or stolen travel card, and notify the APC so that follow-up oversight can be conducted.
- g. Use the travel card ONLY in conjunction with authorized government travel expenses (e.g. lodging, rental cars).
- h. Complete and submit travel claims within 5 days of completion of travel. See Enclosure (7).
- i. Complete and submit an interim travel claim every 30 days when in a long term travel status. Reference (a) paragraph 030901 contains details.
- j. Make payment in full of the amount stated on the card contractor monthly billing statement upon receipt.



Ensure all travel reimbursement payments are applied towards those charges made against the travel card during official travel.

### Chapter 3: Disciplinary Guidelines

Government Travel Charge Card (GTCC) misuse, abuse, and payment delinquency shall not be tolerated. The travel card is intended for official Government travel and for no other purpose, including personal, family or household reasons. Civilian and military employees shall file travel claims and pay card balances promptly. The payment due date will be shown on the statement provided by the card contractor and payment is due 25 days after the end of the billing cycle.

1. Policy.

Per reference (k) and (l), it is DOD policy that in each case of improper, fraudulent, abusive, or negligent use of a government travel charge card by civilian or military personnel, including any use at establishments or for purposes that are inconsistent with the official business of DOD or with applicable regulations, the supervisor of the responsible individual or parties will be informed in a timely manner in order that appropriate corrective or disciplinary/adverse action may be taken. In addition, civilian or military personnel who fail to satisfy an indebtedness arising from the use of a government travel charge card or those who fail to do so in a timely manner may be subject to disciplinary or adverse action. Supervisors, who receive information indicating that civilian or military personnel have engaged in any misuse or abuse of a travel card, shall take appropriate action, including further investigation if indicated. See Enclosure (11).

The intent of this guidance is to ensure that management emphasizes the important issue of personal accountability for travel card misuse. Managers and supervisors should use their discretion in handling travel card misuse in a manner appropriate to each individual case. The circumstances of each individual case will determine the appropriate type of disciplinary/adverse action, if any, that should be imposed. A progression of increasingly severe penalties is often appropriate in the case of minor instances of misuse, but more serious cases may warrant the most severe penalty for the first offense. Clearly there is no single response appropriate for all cases. While the merits of each case may vary, timeliness, proportionality, and the exercise of

good judgment and common sense are always important. Where applicable, full consideration must be given to the relevant "Douglas Factors" as provided in Douglas v. Veteran's Administration, 5 MSPB 313 (1981).

2. Guidance.

a. Civilian Personnel.

Civilian personnel penalty guidelines shall address offenses with respect to government charge cards and shall indicate that the penalty of removal is an available maximum option for a first offense in appropriate cases, as determined by the deciding official (see Enclosure (11)). In taking corrective or disciplinary action against civilian personnel, supervisors shall use reference (m) as authoritative guidance. Travel card offense(s) may be framed in any lawful manner. The supporting Human Resources Office should assist the appropriate supervisor who is considering corrective or disciplinary/adverse action on the selection of the charge and appropriate penalty based on the Navy's past practice, regulatory guidance, applicable case law and good judgment. Coordination with the appropriate legal office should occur early in the process, as required by Navy policy. In addition to corrective or disciplinary action, civilian personnel who misuse their government travel charge card may have their access to classified information modified or revoked if warranted in the interest of national security. Commanders or supervisors shall follow previously issued guidance to ensure that security clearance reviews are conducted when the holder of a government travel charge card comes under investigation for card misuse.

b. Military Personnel.

Military personnel who misuse a government travel charge card shall be subject to actions available under reference (1), including counseling, admonishment, reprimand, nonjudicial punishment (Article 15, Uniform Code of Military Justice (UCMJ)), court-martial and administrative separation. In appropriate cases, pecuniary liability, referral for criminal prosecution in civilian courts, and civil enforcement action are other ways to hold military personnel personally accountable for charge card misuse.

In taking corrective or disciplinary action against military personnel who misuse government travel charge cards, commanders or supervisors shall use the procedures established for each action by the appropriate Military Department and consult with their legal advisors as necessary. In addition to corrective or disciplinary action, military personnel who misuse their government travel charge card may have their access to classified information modified or revoked if warranted in the interest of national security. Commanders or supervisors shall follow previously issued guidance to ensure that security clearance reviews are conducted when the holder of a government travel charge card comes under investigation for card misuse.

c. Commanders and Commanding Officers.

Commanders and Commanding Officers shall include the travel card program in their management control program checklists, and ensure that suspected misuse and abuse of the travel card is appropriately investigated. (For a list of items to include, see the "Local Operating and Internal Management Check List" in the eBusiness Operations Office APC Desk Guide.)

d. Supervisors/Approving Officials.

Supervisors/Approving Officials shall review travel claims and receipts for appropriateness prior to submission for employee reimbursement and shall take immediate action to prevent and when necessary, respond to, travel card misuse, abuse, and delinquency.

e. Agency Program Coordinators (APC).

APCs shall monitor the card contractor's on-line system and reports for travel card misuse, abuse and delinquency and shall notify the employee's supervisors immediately in those instances of suspected misuse or abuse, and delinquency.

3. Relationship to Security Clearances.

The review of the security clearance of the individual involved (or the modification or revocation of such security clearances in light of this review), in travel card misuse or abuse cases, is not a disciplinary action and should not be treated as such. However, this does not preclude a separate and independent review of such misuse or abuse by the appropriate security managers in accordance with references (n) and (o). Modification or revocation of a

security clearance will result in appropriate action, which could include reassignment or removal.

## APPENDIX A: DEFINITIONS

Abuse. Intentional use of the card for items that are not authorized by the employee's travel orders or the DOD FMR.

Agency Program Coordinator (APC). The individual designated by the CO to execute the travel card program on behalf of the command. APCs are responsible to the CO for travel card program execution and are under the oversight of the Navy, or USMC, Component Program Manager (CPM).

ATM Withdrawal. A cash travel advance obtained through the use of the travel card at an automated teller machine.

Billing Cycle. A month-long period which begins and ends on the 17<sup>th</sup> of each month for Navy and the 26<sup>th</sup> of each month for the Marine Corps Individually Billed Accounts (IBA) and on various days of the month for Centrally Billed Accounts (CBA).

Canceled Card. A travel card is canceled as a result of abuse or misuse, or at the request of an APC following individual transfer, separation, or employment termination. A travel card will be canceled when the account is 126 days delinquent. Once an account is canceled, reinstatement may be made only when: (1) the account is paid in full and (2) the commander or director sends written correspondence to the card contractor requesting reinstatement. (The card contractor retains the right to deny this request.)

Card. The Government-sponsored, contractor-issued travel card provided to authorized personnel in order to fund official government travel. The travel card is a charge card, NOT a credit card and therefore the balance must be paid in full by the due date on the billing statement.

Cardholder (CH). Individual that has applied for and has received a travel card.

Card Contractor. The card company contracted by the General Services Administration (GSA) on behalf of the Federal Government to provide the travel card in support of the GTCC Program. Currently, Bank of America is the card contractor for the task order issued by DOD under the GSA Smart Pay master contract.

Centrally Billed Account (CBA). CBAs are Card accounts, which are billed to a unit or organization rather than an individual. "Cardless" CBAs are issued to transportation offices to procure transportation (airline, bus, and rail) services. A variant, called "unit card", is issued to units for cases where use of the individual card is not practical, and is normally issued in selected individuals' names with unique account numbers to aid reconciliation. The government is liable for all charges on CBAs. A CBA User Guide with helpful information for account management is available on the eBusiness website: [www.don-ebusiness.navsup.navy.mil](http://www.don-ebusiness.navsup.navy.mil)

Certifying Official. A Government official designated in writing, responsible for certifying that charges on a CBA invoice are valid and proper for payment.

Charged-Off Account. Travel card accounts are charged-off when the outstanding balance exceeds 210 days past-due status. Charged-off accounts must be written-off by the card contractor in accordance with banking regulations and may be referred to collection agencies for recovery.

Closed Account Status. A travel card is closed when a card shows lack of activity for a period of one year or more. A closed card may be reinstated by the APC by sending a written request to the card contractor.

Component Program Manager (CPM). The CPM establishes overall guidance for APCs and cardholders within DOD guidelines and is responsible for management of the travel card program. The Navy CPM is the DON eBusiness Operations Office. Headquarters Marine Corps Programs and Resources (RFL) is the CPM for the Marine Corps.

Commercial Travel Office (CTO). A commercial activity providing the full range of commercial travel reservations and ticketing services under contract with the government.

Credit Limit. The maximum amount in dollars available to be charged to the travel card. This limit is variable depending on travel requirements. Enclosure (2) contains details on dollar limits.

Credit Line. The amount in dollars approved for a cardholder's travel expenses. Total credit line is equal to the sum of retail, travel, and ATM credit limits. A credit line will

decrease when charges are made against it and replenish as payments are made back to the card account. Enclosure (2) contains details on dollar limits.

Cycle Date. See IBA Billing Cycle.

Deactivation. A travel card is placed in an inactive status by the APC when the traveler is not in a travel status. The card is not canceled and can be reactivated by the APC either electronically using EAGLS or through card contractor customer service. Shortly before the traveler is scheduled to depart, he/she should notify the APC who will initiate reactivation with the card contractor.

Delinquency. An individual is considered delinquent whenever his/her card contractor bill is not paid in full 30 days from the statement billing date.

Deployment, Group, or Unit Travel. Temporary Duty (TDY) of groups of people together, including units traveling in support of peacekeeping, disaster relief, and combat missions. It also includes field or maneuver training and sea duty when troops involved are not permanently assigned to a ship.

DFAS. Defense Finance and Accounting Service. DFAS-Arlington is the Travel Card Program Management Office (TCPMO) for Department of Defense.

EAGLS. Bank of America (BoA) Electronic Account Government Ledger System (EAGLS) is a secure, web-based tool that provides a quick and easy way for APCs to manage the travel card program. EAGLS has numerous "canned" reports, which the APC can generate which will help to identify delinquency, misuse or abuse of the travel card.

Electronic Funds Transfer (EFT). Payment method wherein funds are electronically sent directly to an individual's designated financial institution account from a paying office.

Government Card Services Unit (GCSU). The GCSU is the Bank of America's help desk for cardholders and APCs. It operates 24hrs a day. For CONUS call 1-800-472-1424 or OCONUS call collect 757-441-4124. This number is located on the reverse of the Card. For APCs only 1-800-558-0548 or OCONUS call collect 757-441-4022 (7am- 9pm EST Monday-Friday) EMAIL: [gcsuac@bankofamerica.com](mailto:gcsuac@bankofamerica.com).



Government Card Services Unit Technical Help Desk. Call for assistance regarding EAGLS assistance 1-800-558-0548. EMAIL: [gcsuthd@bankofamerica.com](mailto:gcsuthd@bankofamerica.com) or access via the World Wide Web at: [www.gcsuthd.bankofamerica.com](http://www.gcsuthd.bankofamerica.com)

Hierarchy Level (HL). The card contractor has established a Hierarchy Level (HL) structure for program management purposes. The hierarchy structure has eight levels. A seven-digit number identifies each HL. The DOD program manager (DFAS) is HL1 (0000001), the Navy CPM is HL2 (2000002), and the Marine Corps CPM is HL2 (2000003). Each Major Claimant is assigned its own unique HL3 number and each subordinate command will have unique HL numbers assigned to them. A list of Navy HL3 commands is contained in Enclosure (10).

Individually Billed Account (IBA). The travel card issued to an individual traveler. The cardholder is responsible for paying the account balance by the due date on their billing statement.

IBA Billing Cycle. A month-long period in which a billing statement is issued. The card contractor billing statements are normally generated on or about the 17<sup>th</sup> of the month for the Navy and on or about the 26<sup>th</sup> for the USMC.

Merchant Category Codes (MCC). Four digit codes used by the card network to describe the merchant type. DOD has had a number of non-travel related codes closed to reduce inappropriate use of the card. If a cardholder uses the card at a merchant with a closed MCC the transaction will be denied.

Mission Critical Travel. Travel performed by Government personnel under competent orders who experience mission related circumstances that preclude the filing of interim vouchers and perform duties that, through no fault of their own, may prohibit the prompt payment of their outstanding travel card balances.

Misuse. Inappropriate and unintentional use of the GTCC for items not authorized by the employee's travel orders or the DOD FMR. Neither Commanding Officers nor supervisors shall tolerate misuse of the travel card. Cardholders who misuse their travel cards shall be subject to appropriate administrative or disciplinary actions. In compliance with ASD memo dated 4 November 02: The commander or head of the organization has the authority to suspend a cardholder's classified access (security clearance) for misuse or abuse of their travel card.

Official Government Travel. Travel conducted under authorized, written travel orders for official government business.

Permanent Change of Station (PCS). Travel conducted when being permanently moved from one duty station to another under orders.

Program. The Government Travel Charge Card Program (GTCC).

Program Management Office (PMO). Refers either to DFAS (DOD Travel Card PMO), DON eBUSOPSOFFINST CPM, or HQ USMC CPM program offices.

Quasi-Generic Card. A Travel Card without the imprint, "U.S. Government, For Official Travel Use Only", issued for security reasons, when an APC submits a written request through the CPM to the card contractor. Paragraph 030501A, reference (a), contains details.

Rebate. The monies returned to the DON by the card contractor based on usage (charges only) and performance (timeliness of payment).

Reduced Payment Plan (RPP). Payment agreement between the card contractor and the cardholder for past due accounts that have not been identified for collection through salary offset.

Salary Offset. Automatic deduction or involuntary allotment established to deduct payment from a cardholder's pay account for past due balances.

Split Disbursement. A mechanism which allows a DON traveler, using the travel card for official government travel, to have some portion of their travel claim reimbursement paid directly by Defense Finance and Accounting Service (DFAS) to their travel card account via Electronic Funds Transfer (EFT). See enclosure (3) for more information.

Suspended Card. A travel card will be suspended when the account is 60 days past due. A suspended card is rejected when use is attempted, but it is not considered canceled. The respective APC, CPM, or card contractor may suspend cards at any time, when an account is delinquent or misuse is suspected.

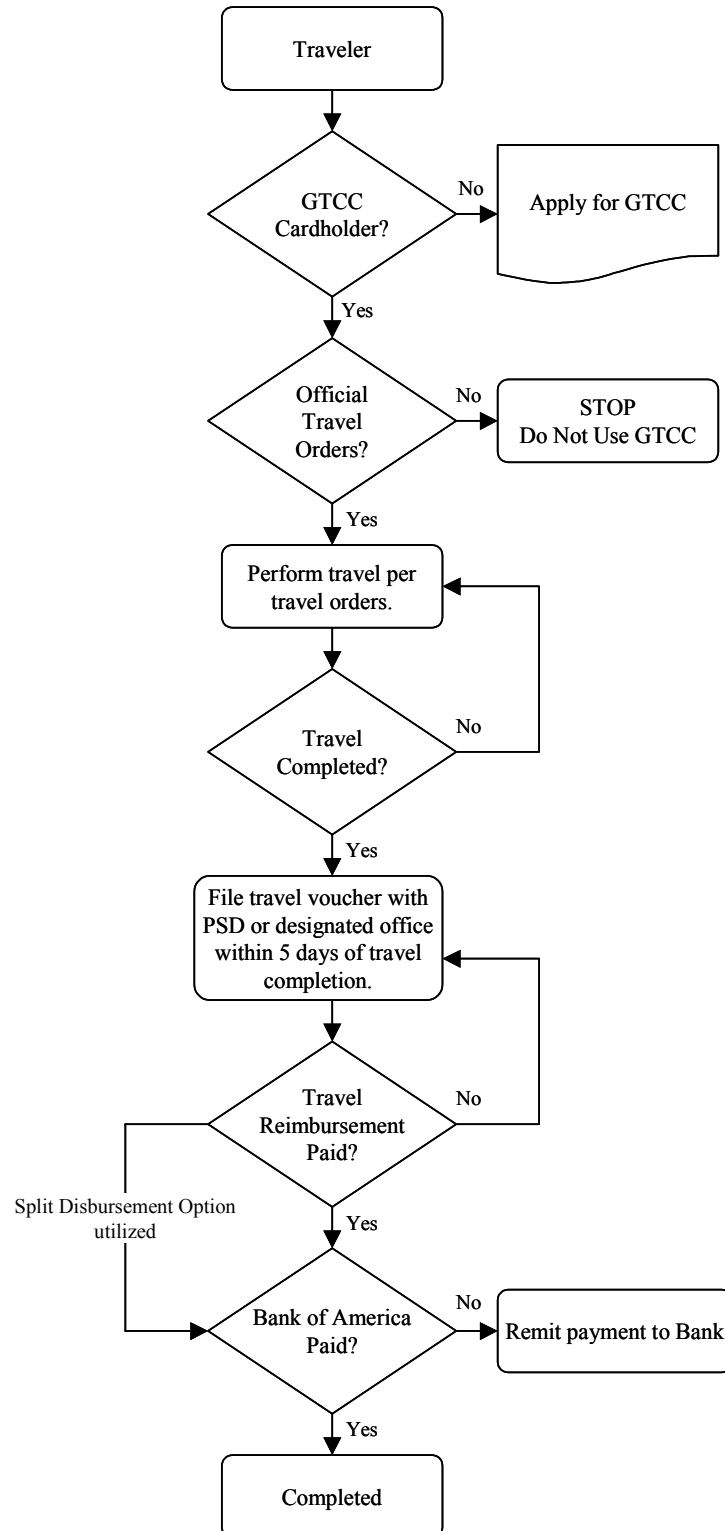
TCPMO. Travel Card Program Management Office. DFAS-AR is the travel card program manager for the Department of Defense.

Temporary Duty (TDY/TAD). Official government-ordered travel conducted away from the permanent duty station. Includes Temporary Additional Duty (TAD) and Temporary Duty (TDY).

Travel Order. Authorized, written orders directing the performance of funded travel. Includes verbal orders when confirmed by authorized, written orders.

Unit Card. A card issued to commands that have groups of personnel traveling together. Unit cards will be used only when it is cost effective and deemed in the best interest of the mission. DOD policy is to minimize the issuance of unit cards and maximize use of individual cards. (Reference a, paragraph 030504b.)

# **Enclosure (1) IBA Process**



**Enclosure (2) Travel Card Limits & Approval Authority Listing**

<b>STANDARD</b>	<u>DEFAULT</u>	<u>APC</u>	<u>CPM</u>	<u>TCPMO</u>
CREDIT LINE (1)	\$5,000	> \$5,000 (2)	> \$5,000 (2)	> \$5,000 (2)
Cash	500	2,000	> 2,000	> 5,000
Retail	250	500	1,000	> 1,000
<b>RESTRICTED</b>	<u>DEFAULT</u>	<u>APC</u>	<u>CPM</u>	<u>TCPMO</u>
CREDIT LINE (1)	2,000	5000 (3)	5,000	5,000
Cash	250	250	500	500
Retail	100	100	200	250

## Notes:

- (1) Credit line amounts reflect the total authorized credit line of the travel card. The value includes: Cash (ATM) value, plus retail value, and the remaining value for travel expenses (i.e. rental car, lodging and meals). Increasing ATM and/or retail limits does not automatically increase the total credit line on the account.
- (2) With supervisor's written approval, an APC can raise credit limits to meet mission requirements when supported by competent orders. The card contractor's Government Card Services Unit (GCSU) may inquire if orders have been issued to raise limits above those set forth under these guidelines. Orders need not be provided to the card contractor.
- (3) Credit lines on restricted cards may be raised by an APC to meet mission requirements with supervisor's written approval, not to exceed the default credit line for a standard card, i.e., \$5,000.

### **Enclosure (3) Split Disbursement Option**

The Split Disbursement Option (SDO) is a mechanism by which a travel card user may have some portion of their travel claim reimbursement paid directly from the Defense Finance and Accounting Service (DFAS) to their travel card account via Electronic Funds Transfer (EFT). Per reference (p), use of the SDO is mandatory for military service personnel, and highly encouraged for civilian employees.

To utilize the SDO, a DON traveler, using the travel card for official government travel, selects the Split Disbursement Option at the top left corner of the travel claim reimbursement form (DD1351-2, see Enclosure (7)) and specifies the amount to be paid to their travel card account. The remainder of the expenses claimed on the reimbursement form will be sent by DFAS via EFT to the traveler's designated financial institution. Commanders and supervisors will ensure that the amounts designated are reasonable prior to approving the travel claim. Approving officials will return claims for correction submitted by uniformed service members that do not at a minimum accurately reflect reimbursable charges for which travel card use is mandatory. Commanders and supervisors are to ensure all travelers, and especially those civilians electing not to use split disbursement, understand that administrative and disciplinary procedures will be initiated against individuals who misuse or abuse their travel card, including failure to pay their bill.

Command APCs should coordinate with the servicing Personnel Support Activity/Personnel Support Detachment (PSA/PSD) or other appropriate travel settlement activity in order to ensure that SDO is effectively employed. The DD1351-2 is available from <http://www.dior.whs.mil/forms/DD1351-2.pdf> and is the preferred version of the travel claim reimbursement form to be utilized to ensure that SDO is properly applied.

**Enclosure (4) Travel Card Program Delinquency Timeline****Delinquency Timeline**

Days	0	Statement Cycles (17th of the month for Navy, 26th for USMC)
	25	Days - Payment Due to bank
	30	Days - Unpaid account classified as delinquent
	55	Days - Pre Suspension letter to cardholder from bank
	61	Days - Account Suspended
	75	Days - Late fees charged to account
	90	Days - Bank sends Salary Offset due process notification letter
	120	Days - Last day for account reinstatement (as a restricted card)
	126	Days - Salary Offset begins; bank cancels account and sends cancellation letter to cardholder. Additional fee charged to account.
	210	Days - Account charged-off and forwarded to a collection agency.

### **Enclosure (5) Web-Site Links**

DON eBusiness Operations Office

<http://www.don-ebusiness.navsup.navy.mil/>

Bank of America

<http://www.bankofamerica.com/>

Bank of America EAGLS (Requires Authorization)

<https://www.gov-eagls.bankofamerica.com/>

GCSU Technical Help Desk

<https://www.gcsuthd.bankofamerica.com/default.asp>

BOA Travel Card APC Training Schedule (Requires authorization)

[https://www.gcsuthd.bankofamerica.com/training/training\\_schedule.asp](https://www.gcsuthd.bankofamerica.com/training/training_schedule.asp)

BOA Training Order Form (Requires authorization)

[https://www.gcsuthd.bankofamerica.com/training/order\\_form/OnlineOrder2.asp](https://www.gcsuthd.bankofamerica.com/training/order_form/OnlineOrder2.asp)

EAGLS User Guide (Requires authorization)

<https://www.gcsuthd.bankofamerica.com/training/eug/EUG.asp>

GSA - Travel Card Web Based Training

<http://fss.gsa.gov/gsa-smartpay/traveltraining>

GSA - Purchase Card Web Based Training

<http://www.fss.gsa.gov/webtraining/trainingdocs/aopctraining/index.cfm>

GSA Training Schedule

[http://www.gsa.gov/Portal/content/offerings\\_content.jsp?contentOID=116717&contentType=1004](http://www.gsa.gov/Portal/content/offerings_content.jsp?contentOID=116717&contentType=1004)

GSA - A/OPC Survival Guide

[http://www.gsa.gov/Portal/content/pubs\\_content.jsp?channelId=-14099&programId=12014&contentOID=119431&contentType=1008&cid=3](http://www.gsa.gov/Portal/content/pubs_content.jsp?channelId=-14099&programId=12014&contentOID=119431&contentType=1008&cid=3)

GSA - Travel Card "But I Didn't Know, Now You Do" User Hints

[http://www.gsa.gov/Portal/content/pubs\\_content.jsp?contentOID=119432&contentType=1008](http://www.gsa.gov/Portal/content/pubs_content.jsp?contentOID=119432&contentType=1008)

Travel Card User Benefits Guide

[http://www.gsa.gov/Portal/content/pubs\\_content.jsp?channelId=-13964&programId=11312&contentOID=119310&contentType=1008&cid=1](http://www.gsa.gov/Portal/content/pubs_content.jsp?channelId=-13964&programId=11312&contentOID=119310&contentType=1008&cid=1)



Additional GSA SMARTPAY Contract Information

<http://www.gsa.gov/Portal/browse/channel.jsp?channelId=-13964&channelPage=/channel/default.jsp&cid=1>

Federal Travel Regulations Website

<http://www.policyworks.gov/org/main/mt/homepage/mtt/ftr/ftrhp.shtml>

FMO - Office of Financial Regulations Operations

<http://www.fmo.navy.mil/>

FMR - Financial Management Regulation

<http://www.dtic.mil/comptroller/fmr/index.html>

DOD 7000.14-R, FMR Volumes 9 Chapter 3

<http://www.dod.mil/comptroller/fmr/09/index.html>

Travel Claim Form with Split Disbursement Option

<http://www.dior.whs.mil/forms/DD1351-2.pdf>

OPNAV and SECNAV Instructions

<http://neds.nebt.daps.mil/>

DFAS myPay

<http://www.dfas.mil/mypay/>

Video Tele-Training Websites

Navy Learning Network (overview and site locations)

[https://www.nlnvtt.fctclant.navy.mil/nln\\_introduction.htm](https://www.nlnvtt.fctclant.navy.mil/nln_introduction.htm)

Naval Supply Corps School (reserve quotas, course schedules & descriptions)

<http://www.nscs.cnet.navy.mil/Welcome.asp>

### **Enclosure (6) Training Sources**

1. Mandatory training source for initial training of APCs:
  - a. Government Travel Charge Card Computer Based Training (CBT)
2. Mandatory training sources for refresher training of APCs:  
(Select the one that best suits your situation.)
  - a. Government Travel Charge Card Computer Based Training (CBT)
  - b. DON Annual Travel Card APC Conference
  - c. Video Tele-Training (VTT)
    1. APC Policy Training - CIN 748/A-500-0067
    2. APC Delinquency management/Reporting Tool for EAGLS - CIN 748/A-500-0068
3. Mandatory training source for initial Cardholder training:
  - a. Government Travel Charge Card Computer Based Training (CBT)
4. Descriptions of Mandatory Training:
  - Government Travel Charge Card Computer Based Training (CBT) - The goal of the CBT is to provide interactive training courses that are effective and require minimum computer skills. The CBT modules are role-based, targeting cardholders, Commanding Officers/Supervisors, and APCs. The training provides background in policy, procedures, and proper utilizations of the travel card. The CBT is available on CD-Rom or can be downloaded from our website at [www.DON-ebusiness.navsup.navy.mil](http://www.DON-ebusiness.navsup.navy.mil). Click on the Travel Card Training topic under Quick Links. Once the user completes their respective training module, a certificate of completion is available for printing. This certificate should be filed for verification of training completion.
  - DON Annual Travel Card APC Conference. Provided by the DON eBusiness Operations Office annually. Please visit our website at [www.DON-ebusiness.navsup.navy.mil](http://www.DON-ebusiness.navsup.navy.mil) for details.

- Video Tele-Training (VTT) - VTT targets cardholders, Commanding Officers/Supervisors, and APCs. Each course is a PowerPoint presentation taught by an instructor from the Navy Supply Corps School (NSCS) in Athens, Georgia. Students can interact with the instructor using the VTT technology. To access the monthly schedule, Go to [www.nscs.cnet.navy.mil](http://www.nscs.cnet.navy.mil) and click on Training. Select Government Travel Card Training. The four courses offered are: Refresher Cardholder Training, Commanding Officer/Supervisor Training, APC Policy Training, and APC Delinquency Management/Reporting Tool for EAGLS. Select applicable training course, then select VTT registration. This will take you to the Navy Learning Network [www.nlnvtt.fctclant.navy.mil/usn\\_vtt.htm](http://www.nlnvtt.fctclant.navy.mil/usn_vtt.htm) where you must click on the VTT facility near you. Contact the VTT facility for site-specific questions and to reserve quotas. A document containing additional details on course descriptions, schedules, and how to register your Video Tele-conferencing (VTC) equipment is available on our website [www.don-ebusiness.navsup.navy.mil](http://www.don-ebusiness.navsup.navy.mil) by clicking on Card Management > Financial Cards > Travel Card > What's New.

5. Descriptions of Supplemental Training Available:

- GSA sponsored training is provided annually. The training includes such topics as policies, delinquency management, reports, EAGLS and best practices. There is no registration fee although attendees pay their travel costs. This conference is for APCs and billing officials. The training schedule can be found online [http://www.gsa.gov/Portal/content/offerings\\_content.jsp?contentOID=116717&contentType=1004](http://www.gsa.gov/Portal/content/offerings_content.jsp?contentOID=116717&contentType=1004)
- GSA - Travel Card Web Based Training. This training provides information on traveling for the Government in general and reviews how to use a Government Travel Charge Card. The training can be found online <http://fss.gsa.gov/gsa-smartpay/traveltraining>
- GSA SMART PAY A/OPC SURVIVAL GUIDE is available from GSA SMART PAY. The guide covers account setup and maintenance, disputes, suspension cancellation procedures, and reports. These guides are available in paper and/or online [http://www.gsa.gov/Portal/content/pubs\\_content.jsp?channelId=-14099&programId=12014&contentOID=119431&contentType=1008&cid=3](http://www.gsa.gov/Portal/content/pubs_content.jsp?channelId=-14099&programId=12014&contentOID=119431&contentType=1008&cid=3)

- Card contractor on-site training for groups of 25 or more APCs at the request of the agency. The training includes such topics as policies, delinquency management, reports, EAGLS and best practices. More information can be found on the card contractors website [www.qcsuthd.bankofamerica.com](http://www.qcsuthd.bankofamerica.com), click on Training (access requires authorization).
- An EAGLS User's Guide is offered by the card contractor and provides a detailed description of EAGLS functionality. More information can be found on the card contractors website [www.qcsuthd.bankofamerica.com](http://www.qcsuthd.bankofamerica.com), click on Training (access requires authorization).
- An EAGLS desktop reference guide CD-ROM and EAGLS computer based training (CBT) is offered by the card contractor and provides a detailed description of EAGLS functionality. These CDs conveniently provide EAGLS training and reference material to assist in effectively using EAGLS to perform daily card management activities. More information can be found on the card contractors website [www.qcsuthd.bankofamerica.com](http://www.qcsuthd.bankofamerica.com), click on Training (access requires authorization).
- Cardholder Responsibilities Brochure - This cardholder brochure reviews the program's "Do's and Don'ts". They are available for you to hand out by contacting the DON eBusiness Operations Office with your requested quantity.

[illegible]

<b>PRIVACY ACT STATEMENT</b>																																													
<b>AUTHORITY:</b> 5 U.S.C. Section 5701, 37 U.S.C. Sections 404 - 427, 5 U.S.C. Section 301, DoDFMR 7000.14-R, Vol. 9, and E.O. 9397.																																													
<b>PRINCIPAL PURPOSE(S):</b> This record is used for reviewing, approving, accounting, and disbursing money for claims submitted by Department of Defense (DoD) travelers for official Government travel. The Social Security number (SSN) is used to maintain a numerical identification filing system for filing and retrieving individual claims.																																													
<b>ROUTINE USE(S):</b> Disclosures are permitted under 5 U.S.C. 552a(b), Privacy Act of 1974, as amended. In addition, information may be disclosed to the Internal Revenue Service for travel allowances, which are subject to Federal income taxes, and for any DoD "Blanket Routine Use" as published in the Federal Register.																																													
<b>DISCLOSURE:</b> Voluntary; however, failure to furnish the information requested may result in total or partial denial of the amount claimed.																																													
<b>PENALTY STATEMENT</b>																																													
<b>There are severe criminal and civil penalties for knowingly submitting a false, fictitious, or fraudulent claim (U.S. Code, Title 18, Sections 287 and 1001 and Title 31, Section 3729).</b>																																													
<b>INSTRUCTIONS</b>																																													
<b>ITEM 1 - PAYMENT</b>  Member must be on electronic funds (EFT) to participate in split disbursement. Split disbursement is a payment method by which you may elect to pay your official travel card bill and forward the remaining settlement dollars to your predesignated account. For example, \$250.00 in the "Amount to Government Travel Charge Card" block means that \$250.00 of your travel settlement will be electronically sent to the charge card company. Any dollars remaining on this settlement will automatically be sent to your predesignated account. Should you elect to send more dollars than you are entitled, "all" of the settlement will be forwarded to the charge card company. Notification: you will receive your regular monthly billing statement from the Government Travel Charge Card contractor; it will state: paid by Government, \$250.00, 0 due. If you forwarded less dollars than you owe, the statement will read as: paid by Government, \$250.00, \$15.00 now due. Payment by check is made to travelers only when EFT payment is not directed.	<b>ITEM 15 - ITINERARY - SYMBOLS</b>  <b>15c. MEANS/MODE OF TRAVEL</b> (Use two letters)  <table style="width: 100%; border: none;"> <tr> <td>GTR/TKT</td> <td>- T</td> <td>Automobile</td> <td>- A</td> </tr> <tr> <td>Government Transportation</td> <td>- G</td> <td>Motorcycle</td> <td>- M</td> </tr> <tr> <td>Commercial Transportation</td> <td></td> <td>Bus</td> <td>- B</td> </tr> <tr> <td>(Own expense)</td> <td>- C</td> <td>Plane</td> <td>- P</td> </tr> <tr> <td>Privately Owned</td> <td></td> <td>Rail</td> <td>- R</td> </tr> <tr> <td>Conveyance (POC)</td> <td>- P</td> <td>Vessel</td> <td>- V</td> </tr> </table> <b>15d. REASON FOR STOP</b>  <table style="width: 100%; border: none;"> <tr> <td>Authorized Delay</td> <td>- AD</td> <td>Leave En Route</td> <td>- LV</td> </tr> <tr> <td>Authorized Return</td> <td>- AR</td> <td>Mission Complete</td> <td>- MC</td> </tr> <tr> <td>Awaiting Transportation</td> <td>- AT</td> <td>Temporary Duty</td> <td>- TD</td> </tr> <tr> <td>Hospital Admittance</td> <td>- HA</td> <td>Voluntary Return</td> <td>- VR</td> </tr> <tr> <td>Hospital Discharge</td> <td>- HD</td> <td></td> <td></td> </tr> </table>	GTR/TKT	- T	Automobile	- A	Government Transportation	- G	Motorcycle	- M	Commercial Transportation		Bus	- B	(Own expense)	- C	Plane	- P	Privately Owned		Rail	- R	Conveyance (POC)	- P	Vessel	- V	Authorized Delay	- AD	Leave En Route	- LV	Authorized Return	- AR	Mission Complete	- MC	Awaiting Transportation	- AT	Temporary Duty	- TD	Hospital Admittance	- HA	Voluntary Return	- VR	Hospital Discharge	- HD		
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Hospital Discharge	- HD																																												
<b>REQUIRED ATTACHMENTS</b>  1. Original and/or copies of all travel orders and amendments, as applicable. 2. Two copies of dependent travel authorization if issued. 3. Copies of secretarial approval of travel if claim concerns parents who either did not reside in your household before their travel and/or will not reside in your household after travel. 4. Copy of GTR, MTA or ticket used. 5. Hotel/motel receipts and any item of expense claimed in an amount of \$75.00 or more. 6. Other attachments will be as directed.	<b>ITEM 15e. LODGING COST</b>  Enter the total cost for lodging.																																												
<b>ITEM 19 - DEDUCTIBLE MEALS</b>  Meals consumed by a member/employee when furnished with or without charge incident to an official assignment by sources other than a government mess (see JFTR, par. U4125-A3g and JTR, par. C4554-B for definition of deductible meals). Meals furnished on commercial aircraft or by private individuals are not considered deductible meals.																																													
<b>29. REMARKS</b>																																													
INDICATE DATES ON WHICH LEAVE WAS TAKEN:																																													

**Enclosure (8) Commanding Officer's Top 10 Travel Card Tips**

1. Appoint an APC of appropriate grade/rank, motivation and people skills, and provide them with training to enable them to carry out the associated responsibilities. Assign the APC as a full time duty where warranted considering the number of accounts and the frequency and length of TAD/TDY travel.  
- Benefit: Minimizes the potential for problems.
2. Establish a training program for the Travel Card.  
- Benefit: Everyone gets the word!
3. Make the APC one of the first visits on the command Check-In/Check-Out Sheet or Procedure.  
- Benefit: Reduce problems for prospective gains and losses.
4. Know your APC! Get a monthly briefing from your APC on the Travel Card Program status with emphasis on delinquent accounts. Delinquencies should be no more than 4% of total outstanding charges by dollar value.  
- Benefit: Stay informed and fulfill your responsibilities.
5. CANCEL a cardholder's card if the Command Financial Advisor has counseled the member for financial problems.  
- Benefit: Minimizes risk of delinquency.
6. Ensure that APCs review card usage at least quarterly. Accounts that have been used 2 or fewer times in the past 12 months should be deactivated. Accounts of personnel within 90 days of their scheduled departure or end of Active Obligated Service should also be deactivated.  
- Benefit: Reduces exposure and risk.
7. Ensure that the Split Disbursement Option (SDO) is utilized to have travel claim reimbursement payments sent directly from DFAS to the card contractor for military service personnel, and encourage the use of the SDO for civilian personnel.  
- Benefit: Reduces the potential for delinquencies.

8. Designate the Travel Card Program for a semi-annual review under a Command Evaluation or Management Control Program. Focus the review on proper card use and verifying that only valid cardholders are assigned to the command hierarchy.
  - Benefit: Focus on program integrity and supports the APC's oversight of cardholders.
9. Designate in writing those personnel who may authorize credit line, retail or ATM cash withdrawal limit increases.
  - Benefit: Reduce exposure to risk of travel card misuse/abuse.
10. Establish, publish and enforce disciplinary actions for card misuse/abuse/delinquency.
  - Benefit: Encourages proper use of the travel card.



**Enclosure (9) Statement of Understanding**

DEPARTMENT OF DEFENSE - (COMPONENT)  
STATEMENT OF UNDERSTANDING  
GOVERNMENT TRAVEL CARD PROGRAM

I certify that I have read the attached DoD Government Travel Card policy and procedures. I understand that the Government Travel Charge Card Program is designed to improve the management and control of government travel and thereby promote the efficiency of the Federal Service. I also understand that I am authorized to use the card only for those necessary and reasonable expenses incurred by me for official travel. I will abide by these instructions issued by the Department of Defense (DoD).

The above limitation on card usage also applies to automated teller machine (ATM) withdrawals. The amount of cash withdrawals may not exceed \$250 (standard) or \$125 (restricted) per billing cycle. If my account is not delinquent and my travel orders authorize a larger advance, I can request an increase in the ATM limit through the Agency Program Coordinator (APC). I will, however, endeavor to charge expenses to the account wherever feasible rather than use cash withdrawals.

I understand that the issuance of this charge card to me is an extension of the employee-employer relationship and that I am being specifically directed to:

- Abide by all rules and regulations with respect to the charge card. \_\_\_\_\_
- Use the charge card only for official travel. \_\_\_\_\_
- Pay all charges upon receipt of the monthly billing statement from the Travel Card Contractor. \_\_\_\_\_
- Notify the APC of any problems with respect to my usage of the charge card. \_\_\_\_\_
- Notify the Card Contractor and the APC if my charge card is lost or stolen. \_\_\_\_\_

(Card applicants must initial all the above provisions.)

I also understand that failure on my part to abide by these rules or otherwise misuse the card may result in disciplinary action being taken against me. I also acknowledge the right of the Travel Card Contractor and/or APC to revoke or suspend my travel card privileges if I fail to abide by the terms of this agreement or the agreement I have signed with the Travel Card Contractor.

\_\_\_\_\_  
 (Applicant's Signature)

\_\_\_\_\_  
 (Supervisor's Signature)

\_\_\_\_\_  
 (Applicants Printed Name)

\_\_\_\_\_  
 (Supervisor's Printed Name)

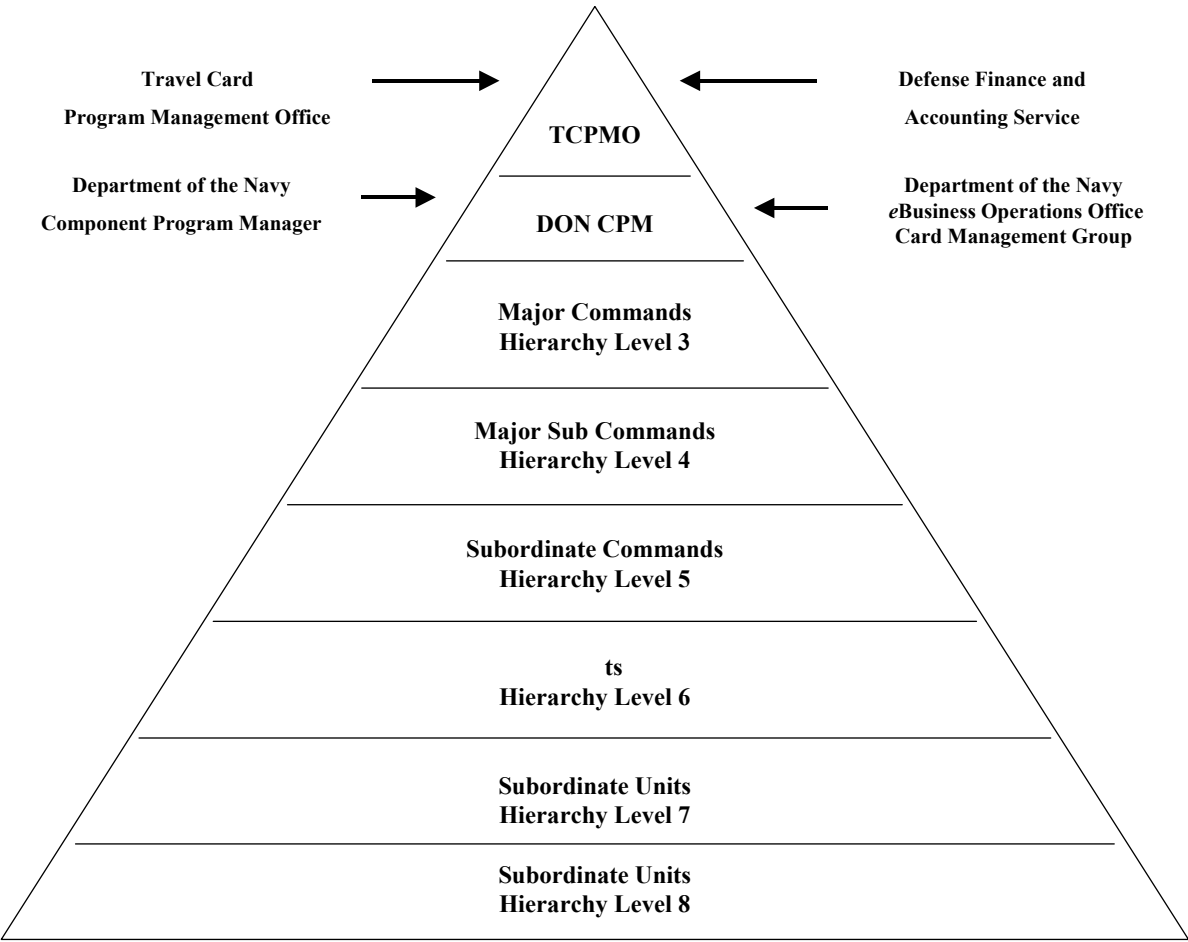
\_\_\_\_\_  
 (Applicant's Series/Grade/Title)

\_\_\_\_\_  
 (Supervisor's Series/Grade/Title)

**Enclosure (10) Navy Major Claimants  
Hierarchy Level 3 APCs**

<b><u>Hierarchy Number</u></b>	<b><u>MAJOR CLAIMANT</u></b>
2000002	Department of Navy eBusiness Operations Office ( <b>EBUSOPSOFF</b> )
3047917	Commander, Space and Naval Warfare Systems Command ( <b>COMNAVSPAWARCOM</b> )
3047928	Commander, Naval Security Group Command ( <b>COMNAVSECGRU</b> )
3047952	Commander, Naval Reserve Force ( <b>COMRESFOR</b> )
3048242	Office of Naval Research ( <b>ONR</b> )
3048255	Director of Naval Intelligence ( <b>ONI</b> )
3048256	Commander, Naval Special Warfare Command ( <b>COMSPECWARCOM</b> )
3048307	Commander, Naval Supply Systems Command ( <b>COMNAVSUPSYSCOM</b> )
3048334	Commander, Naval Sea Systems Command ( <b>COMNAVSEASYSYSCOM</b> )
3048397	Commander, Naval Facilities Engineering Command ( <b>COMNAVFAECNGCOM</b> )
3048425	Commander, U.S. Naval Forces, Europe ( <b>COMUSNAVEUR</b> )
3048439	Commander, Naval Air Systems Command ( <b>COMNAVAIRSYSCOM</b> )
3048454	Commander, Military Sealift Command ( <b>COMSC</b> )
3048466	Commander, Naval Meteorology and Oceanography Command ( <b>COMNAVMETOCCOM</b> )
3048480	Director, Strategic Systems Project Office ( <b>DIRSSP</b> )
3048490	Field Support Activity ( <b>FLDSUPPACT</b> )
3048529	Naval Education and Training Command ( <b>NETC</b> )
3048599	Commander, U. S. Atlantic Fleet ( <b>COMLANTFLT</b> )
3048624	Chief, Bureau of Naval Personnel ( <b>BUPERS</b> )
3048695	Chief, Bureau of Medicine and Surgery ( <b>BUMED</b> )
3048773	Office of Under Secretary of the Navy ( <b>USN</b> )
3048794	Commander, U.S. Pacific Fleet ( <b>COMPACFLT</b> )
3048795	Navy Systems Management Activity ( <b>NSMA</b> )

**Enclosure (10a) Travel Card Program Hierarchy Levels**



**Enclosure (11) Appendix 3 of DOD Government Charge Card  
Disciplinary Guide for Civilian Employees**

**Sample Schedule of Potential Charge Card Offenses and  
Remedies**

The chart below is one example of potential charge card offenses and remedies or penalties for such offenses. Components must otherwise comply with all applicable law and regulatory guidance in determining whether to impose disciplinary or adverse action in any specific case.

<b>OFFENSES</b>	<b>FIRST OFFENSE</b>	<b>SECOND OFFENSE</b>	<b>THIRD OFFENSE</b>
Misuse of Government sponsored Travel Charge Card (e.g. use for unauthorized personal expenses, failure to pay charge card bill in a timely manner)	Letter of Counseling to removal	5-day suspension to removal	10-day suspension to removal
Unauthorized use of or failure to appropriately control use of Government Purchase Charge Card as a cardholder, approving official responsible for use or oversight of the Card.	Letter of Counseling to removal	14-day suspension to removal	30-day suspension to removal